# Limited Warranty – Parts

**SCOPE of WARRANTY and EQUIPMENT COVERED:** The products covered by this Limited Warranty are specified below. Manufacturer, RHEEM SALES COMPANY, INC. AIR CONDITIONING DIVISION (MANUFACTURER), warrants the Covered Equipment to be free from defects in materials and workmanship, and will repair or replace, at its option, ANY PART of Covered Equipment installed in residential or commercial applications which fails in normal use and service within the Applicable Warranty Periods specified below in accordance with the terms, including, but not limited to, the specific exclusions set forth below, of this Limited Warranty and subject to the Manufacturer's right to inspect and validate the warranty claim as set forth below. If an exact replacement is not available, an equivalent unit or credit will be provided at the Manufacturer's option. The exact replacement will be warranted for only the unexpired portion of the original Applicable Warranty Period. If government regulations, industry certification or similar standards require the replacement unit to have features not found in the defective unit, you will be charged for the difference in price represented by those required features. If you pay the price difference for those required features you will also receive a complete new Limited Warranty (with the full Applicable Warranty Period) for the new replacement unit. The Manufacturer does not authorize or warranty any online/internet sale of equipment through auction websites or any other method of online sales direct to the consumer.

**EFFECTIVE DATE and APPLICABLE WARRANTY PERIODS:** The Effective Date of warranty coverage is the date of manufacture plus six (6) months.

**APPLICABLE WARRANTY PERIODS:**

A Ten (10) year Limited Warranty applies to the following Manufacturer's single-phase heating and cooling models and component parts installed in RESIDENTIAL* applications (a FIVE year Limited Warranty applies to COMMERCIAL applications) except for certain models, heat exchangers, compressors, installation locations and non-matching coils whose applicable Warranty Periods are listed below under "Exceptions".

**Package Gas Electric Units:** RRRL, RGEA16

A Five (5) year Limited Warranty applies to the following Manufacturer's single-phase heating and cooling models and component parts installed in RESIDENTIAL* (not commercial) applications except for certain models, heat exchangers, compressors, installation locations and non-matching coils whose applicable Warranty Periods are listed below under "Exceptions".

**Package Dual Fuel:** RQPW

**Package Gas Electric Units:** RKNN, RKPN, RKQN, RKNL, RKPL, RKRL-C, RRNL, RRPL, RGEA13, RGEA14, RGEA15

**Package Heat Pumps:** RJNL, RJPL, RQNL, RQNM, RQPL, RQPM, RQRM

**Package Air Conditioners:** RLNN, RLPN, RLQN, RLNL, RLPL, RLRL-C, RSNL, RSNM, RSPL, RSPM, RACA13, RACA14, RACA15

A One (1) year Limited Warranty applies to the following Manufacturer's single-phase and three-phase heating and cooling models and components installed in COMMERCIAL applications except for certain models, heat exchangers, compressors, installation locations and non-matching coils whose applicable Warranty Periods are listed below under "Exceptions".

**Commercial Coils:** RCCL, RCCU

**Package Gas Electric Units:** RKNN, RKPN, RKQN, RKHL, RKKB, RKKL, RKNL, RKRL, RKPL, RKRL-C, RKMA, RKMB, RRNL, RRPL, RRRL, RGEA13, RGEA14, RGEA15

**Package Air Conditioners:** RLNN, RLPN, RLQN, RLHL, RLKB, RLKL, RLPL, RLRL-C, RLMB, RLNL, RSNL, RLRL, RSNM, RSPL, RSPM, RACA13, RACA14, RACA15

**Package Heat Pumps:** RJMB, RJNL, RJPL, RQNL, RQNM, RQPL, RQPM, RQRM

**Split-System Condensing Units:** RAWE, RAWL

**Split-System Heat Pumps:** RPWE, RPWL

**Electric Furnace/Air Handlers:** RHGG, RHGL, RHGM

**EXCEPTIONS:**

**COMPRESSORS:**

**TEN (10) YEARS:** Only for models: RJNL, RJPL, RKNN, RKPN, RKQN, RKNL, RKPL, RKRL-C, RLNL, RLNN, RLPN, RLQN, RLPL, RLRL-C, RQNL, RQNM, RQPL, RQPM, RQPW, RQRM, RRNL, RRPL, RRRL, RSNL, RSNM, RSPL, RSPM, RACA13, RACA14, RACA15, RGEA13, RGEA14, RGEA15, RGEA16. The Applicable Warranty Period is TEN (10) YEARS after the Effective Date for compressors in all single and three-phase products installed in residential* applications.

For any subsequent owner (or the Original Owner where the above 10 Year Compressor Limited Warranty conditions are not met or cease being met), or if the unit is installed for non-residential use, the Manufacturer's warranty on the compressor is for an Applicable Warranty Period of FIVE (5) YEARS after the Effective Date.

**FIVE (5) YEARS:** The Applicable Warranty Period is FIVE (5) YEARS after the Effective Date for compressors in all single and three-phase products installed in commercial applications.

**PARTS:**

**CONDITIONAL TEN (10) YEAR PARTS WARRANTY:** Only for models: RJNL, RJPL, RKNN, RKPN, RKQN, RKNL, RKPL, RKRL-C, RLNN, RLPN, RLQN, RLNL, RLPL, RLRL-C, RQNL, RQPL, RQNM, RQPM, RQPW, RQRM, RRPL, RRNL, RSNL, RSNM, RSPL, RSPM, RACA13, RACA14, RACA15, RGEA13, RGEA14, RGEA15. A Conditional Parts Warranty of TEN (10) YEARS after the Effective Date applies if the following conditions are satisfied:

a) The unit is installed in a residential* application, is still owned by the original purchaser, in the original installation; AND

b) Warranty is registered with the Manufacturer within 60 days of original installation or closing of the purchase of your residence. Product registration is available online at www.RegisterMyUnit.com. Please refer to the Limited Warranty Coverage and Exclusions on this warranty card for additional information.

**HEAT EXCHANGERS**:

**TEN (10) YEARS:** The Applicable Warranty Period is TEN (10) YEARS after the Effective Date. If the factory standard heat exchanger fails during the Applicable Warranty Period, the Manufacturer will furnish a replacement factory standard heat exchanger. If a replacement is not available for any reason, the Manufacturer shall have the right instead to allow a credit in the amount of the distributor cost for an equivalent heat exchanger when applied to the purchase of any other unit from the Manufacturer.

**TWENTY (20) YEARS:** The Applicable Warranty Period is TWENTY (20) YEARS after the Effective Date on stainless steel heat exchangers when installed in a commercial application only for Models: RKHL, RKNN, RKPN, RKQN, RKMA, RKMB, RKKL, RKNL, RKPL, RKRL-C, RRNL, RRPL, RRRL, RQPW, RGEA13, RGEA14, RGEA15, RGEA16.

**CONDITIONAL LIFETIME LIMITED WARRANTY:** Only for Models: RKNL (AJA or BVA option code), RKPL (AJA or BVA option code), RKNN, RKPN, RKQN, RQPW, RRNL (AJA or JHA option code), RRPL (AJA or JHA option code) RGEA16 (AJA or JHA option code), RRRL, RGEA14 (AJA or JHA option code), RGEA15 (AJA or JHA option code), RGEA16. The Manufacturer warrants the primary stainless steel heat exchanger when installed in a residential application to the Original Owner for his or her lifetime, provided the unit is installed and used in the Original Owner's principal residence, subject to proof of purchase and such installation, AND if the following additional conditions are satisfied:

a) The unit is installed in a residential* application, is still owned by the original purchaser, in the original installation; AND

b) Warranty is registered with the Manufacturer within 60 days of original installation or closing of the purchase of your residence. Product registration is available online at www.RegisterMyUnit.com. Please refer to the Limited Warranty Coverage and Exclusions on this warranty card for additional information.

For any subsequent owner (or the Original Owner where the above lifetime Limited Warranty conditions are not met or cease being met), or if the unit is installed for non-residential use, the Manufacturer's warranty on the primary stainless steel heat exchanger is for an Applicable Warranty Period of TWENTY (20) YEARS after the Effective Date.

**EXCLUSIONS – In addition to the specific exclusions set forth in the other sections of this Limited Warranty document, THIS Limited Warranty WILL NOT APPLY TO:**

a) damages, malfunctions, or failures resulting from failure to properly install, operate or maintain Covered Equipment in accordance with the Manufacturer's instructions;

b) damages, malfunctions, or failures caused by misuse, abuse, accident, contaminated or corrosive atmosphere, vandalism, freight damage, fire, flood, freeze, lightning, acts of war, acts of God and the like;

c) damages, malfunctions, or failures caused by improper conversion from natural gas to LP gas or LP gas to natural gas fuel source;

d) parts installed with Covered Equipment or used in connection with normal maintenance, such as cleaning or replacing air filters, refrigerant, thermostats, tubing, or concrete pads;

e) Covered Equipment which is not installed in the United States or Canada;

f) Covered Equipment which is not installed by a qualified, trained HVAC professional in accordance with applicable codes, ordinances and good trade practices;

g) damages, malfunctions, or failures caused by the use of any attachment, accessory or component not authorized by the Manufacturer;

h) Covered Equipment moved from the original installation location;

i) Covered Equipment when operated with system components (indoor unit, outdoor unit, coil and refrigerant control devices) or accessories which do not match or meet the specifications recommended by the Manufacturer;

j) any Covered Equipment manufactured by the Manufacturer that has been sold to the consumer via the internet or auction website, and has not been installed by a trained, qualified HVAC professional.

***Residential Application is defined as any single-family dwelling, which includes condominiums, duplexes and homes.**

**KEEP THIS WARRANTY FOR YOUR RECORDS DO NOT MAIL!**

**SHIPPING COSTS:** This Limited Warranty does **NOT** cover shipping costs. You are responsible for the cost of shipping warranty replacement parts from our factory to the Manufacturer's distributor and from the distributor to the location of your Covered Equipment. You also are responsible for the cost of shipping failed parts to the distributor and for incidental costs incurred locally, including handling charges. (If in Alaska, Hawaii or Canada, you also must pay the shipping costs of returning the failed part to the port of entry into the continental United States.)

**LABOR COSTS:** This Limited Warranty does **NOT** cover any labor costs or expenses for service, **NOR** for removing or reinstalling parts. You are responsible for all labor costs or expenses, unless a labor service agreement exists between you and your contractor.

**HOW TO OBTAIN WARRANTY CLAIMS ASSISTANCE:** You must promptly report any failure covered by this Limited Warranty to the installing contractor or distributor. Normally, the installing contractor from whom the Covered Equipment was purchased will be able to take the necessary corrective action by obtaining through his Manufacturer's air conditioning distributor any replacement parts. If the contractor is not available, simply contact any other local contractor handling the Manufacturer's air conditioning products. The name and location of a local contractor can usually be found in your telephone directory or by contacting the Manufacturer's air conditioning distributor.

P.O. Box 17010
5600 Old Greenwood Road
Fort Smith, Arkansas 72917-7010
479-646-4311

(FOR CALIFORNIA ONLY)
14300 Alondra Boulevard
LaMirada, California 90638
866-251-4090

***HOWEVER, ANY PART REPLACEMENTS ARE MADE SUBJECT TO VALIDATION BY THE MANUFACTURER OF IN-WARRANTY COVERAGE.*** Any part to be replaced must be made available in exchange for the replacement.

**EXCLUSIVE WARRANTY – LIMITATION OF LIABILITY:** This Limited Warranty is the **ONLY** warranty given by the Manufacturer. No one is authorized to make any warranties on behalf of the Manufacturer. ANY IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL NOT EXTEND BEYOND THE APPLICABLE WARRANTY PERIODS SPECIFIED IN THIS LIMITED WARRANTY. THE MANUFACTURER'S SOLE LIABILITY WITH RESPECT TO DEFECTIVE PARTS OR FAILURE SHALL BE AS SET FORTH IN THIS LIMITED WARRANTY, AND ANY CLAIMS FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES ARE EXPRESSLY EXCLUDED. Some states do not allow limitations on how long an implied warranty lasts, or for the exclusion of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

The Manufacturer does **not** authorize, recommend or receive any benefit from any **claims processing or similar fees** charged by others to process warranty claims for any unit or component part(s). The Manufacturer will **not** reimburse any party for their, or any other, fee not specifically covered in this Limited Warranty document.

This Limited Warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

The Manufacturer suggests that you immediately complete the information below on this Limited Warranty and retain this Limited Warranty Certificate in the event warranty service is needed and that you keep proper documentation.

**OTHER PRODUCTS:**

**ONE (1) YEAR:** The Applicable Warranty Period is only ONE (1) YEAR after the Effective Date for any other products, including commercial equipment and single-phase equipment installed in commercial applications.

## COMPLETE THE FOLLOWING USER INFORMATION.
## KEEP THIS WARRANTY FOR YOUR RECORDS – DO NOT MAIL!

***Owner Name:*** _____

***Owner Address:*** _____

***City/State(Province)/Postal Code:*** _____

***Date of Original Installation:*** _____

***Installing Contractor Company Name:*** _____

***Installing Contractor Telephone:*** _____

***Installing Contractor Address:*** _____

***City/State(Province)/Postal Code:*** _____

***Model Number:*** _____

***Serial Number:*** _____

**KEEP THIS WARRANTY FOR YOUR RECORDS DO NOT MAIL!**